

ELECTRIC SURVEY RESULTS

In August 2000, the ICC adopted rules governing the Customer Satisfaction Survey to be included in the annual report filed by electric utilities. The first survey was conducted during the fall of 2000. The initial survey will be used as a benchmark.

The rules governing the survey are found in Subpart D of 83 Illinois Administrative Code 411. To review the entire survey or to see more information from the electric reliability report submitted by utilities, refer to the link on the ICC web site address at: <http://www.icc.state.il.us/icc/ec/docs.asp#rel>. Results from the remaining utilities will be available in 2003.

Customer responses to some key questions are shown below.

Rating Questions (1-10 scale 10 being the highest) Results expressed as the mean

Providing reliable electric service

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 8.77 | 8.96 |
| Ameren UE | 8.54 | 8.55 |
| CILCO | 8.45 | 8.70 |
| ComEd | 7.65 | 7.76 |
| Illinois Power | 8.57 | 8.80 |
| MidAmerican | 8.38 | 8.57 |

Providing electric service overall

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 8.67 | 8.89 |
| Ameren UE | 8.50 | 8.35 |
| CILCO | 8.40 | 8.70 |
| ComEd | 7.63 | 7.67 |
| Illinois Power | 8.49 | 8.84 |
| MidAmerican | 8.36 | 8.62 |

Keeping electric system in good working order

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 8.74 | 8.87 |
| Ameren UE | 8.39 | 8.34 |
| CILCO | 8.22 | 8.47 |
| ComEd | 7.21 | 7.46 |
| Illinois Power | 8.40 | 8.70 |
| MidAmerican | 8.23 | 8.36 |

Rating Questions (1-10 scale 10 being the highest)
Results expressed as the mean

Restoring electric service at your location when outage occurs

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 8.40 | 8.60 |
| Ameren UE | 8.04 | 7.95 |
| CILCO | 7.85 | 8.14 |
| ComEd | 6.92 | 7.02 |
| Illinois Power | 8.09 | 8.39 |
| MidAmerican | 7.86 | 8.04 |

Being accessible during an outage

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 7.90 | 8.33 |
| Ameren UE | 7.31 | 7.32 |
| CILCO | 7.17 | 7.50 |
| ComEd | 5.86 | 6.01 |
| Illinois Power | 7.51 | 7.95 |
| MidAmerican | 7.44 | 7.59 |

Providing information about extended outages

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 7.47 | 7.71 |
| Ameren UE | 7.02 | 7.00 |
| CILCO | 6.77 | 7.33 |
| ComEd | 5.46 | 5.71 |
| Illinois Power | 6.90 | 7.39 |
| MidAmerican | 6.88 | 6.89 |

Yes and No Questions

Results expressed as percentage of respondents answering Yes

Tried to reach utility in the past 12 months

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 46.4% | 52.6% |
| Ameren UE | 49.3 | 56.0 |
| CILCO | 53.5 | 53.6 |
| ComEd | 48.5 | 60.8 |
| Illinois Power | 48.7 | 55.1 |
| MidAmerican | 49.8 | 55.4 |

Yes and No Questions
Results expressed as percentage of respondents answering Yes

Experienced loss or damage due to electric outage or other problem

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 5.2% | 8.6% |
| Ameren UE | 8.2 | 19.9 |
| CILCO | 8.5 | 15.9 |
| ComEd | 11.6 | 22.7 |
| Illinois Power | 5.9 | 13.5 |
| MidAmerican | 6.0 | 17.6 |

Categorical Questions
Results expressed as percentage of respondents Very Familiar With
Service

Being available 24 hours a day

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 61.1% | 77.3% |
| Ameren UE | 63.3 | 73.7 |
| CILCO | 65.8 | 76.9 |
| ComEd | 57.9 | 72.9 |
| Illinois Power | 61.9 | 77.6 |
| MidAmerican | 70.0 | 77.9 |

Trimming trees to reduce the occurrence of power outages

| <i>Company</i> | <i>Residential</i> | <i>Commercial</i> |
|----------------|--------------------|-------------------|
| Ameren CIPS | 52.2% | 62.7% |
| Ameren UE | 43.7 | 53.7 |
| CILCO | 54.6 | 67.2 |
| ComEd | 44.4 | 54.4 |
| Illinois Power | 54.6 | 68.5 |
| MidAmerican | 53.8 | 65.0 |